

Oracle Banking Digital Experience

**Term Deposit Originations User Manual
Release 17.1.0.0.0**

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ORACLE®

Term Deposit Originations User Manual
March 2017

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 17.1.0.0.0, refer to the following documents:

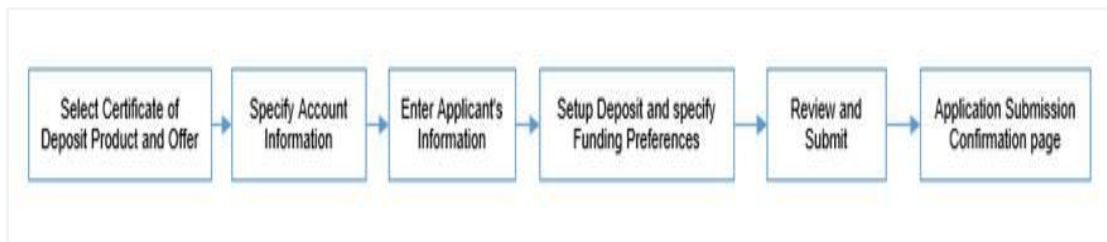
- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Term Deposit Account Application

A term deposit is a savings certificate with a fixed maturity date and specified fixed interest rate. It is a time deposit that restricts holders from withdrawing funds on demand. A term deposit may automatically renew upon the maturity. When the term deposit matures, the entire amount of principal as well as interest earned is available for withdrawal.

The term deposit account application has been created so as to enable customers to apply for a term deposit account by providing details of the deposit to be opened along with minimal personal details. The application tracker is built to enable tracking of the application once it is submitted. The application tracker also enables the applicant to retrieve and complete an application that has been saved.

Term Deposit Workflow



Following are the steps involved as part of application submission:

- **Account Information:** In this section, you can identify the holding pattern of the account, i.e. whether the account is to be jointly held and subsequently identify if the co-applicant is an existing customer of the bank or a new user.
- **Applicant Information:** The applicant information sections consist of details such as basic personal information, identity, contact, and employment information of the applicant.
- **Deposit Setup:** This section comprises of two sub sections, one in which you can define details of your deposit account such as deposit amount, tenure and interest frequency, and the other in which you can specify funding details such as the method through which you will fund the initial deposit on your account and to specify details of funding including amount to be funded and subsequent account or card details from which the amount is to be debited.
- **Review and Submit:** This section displays the summary of the application. You can verify details submitted as part of the application and can modify any if required.
- **Confirmation:** This section displays a message confirming that the application has been submitted along with account number and additional steps that might be required to be taken by the applicant or the bank.

How to reach here:

Dashboard > Term Deposits

To apply for term deposit:

1. The applicant visits the bank portal page and select 'Certificate of Deposit' as an option from the product showcase
2. The product selection screen appears.

Product List

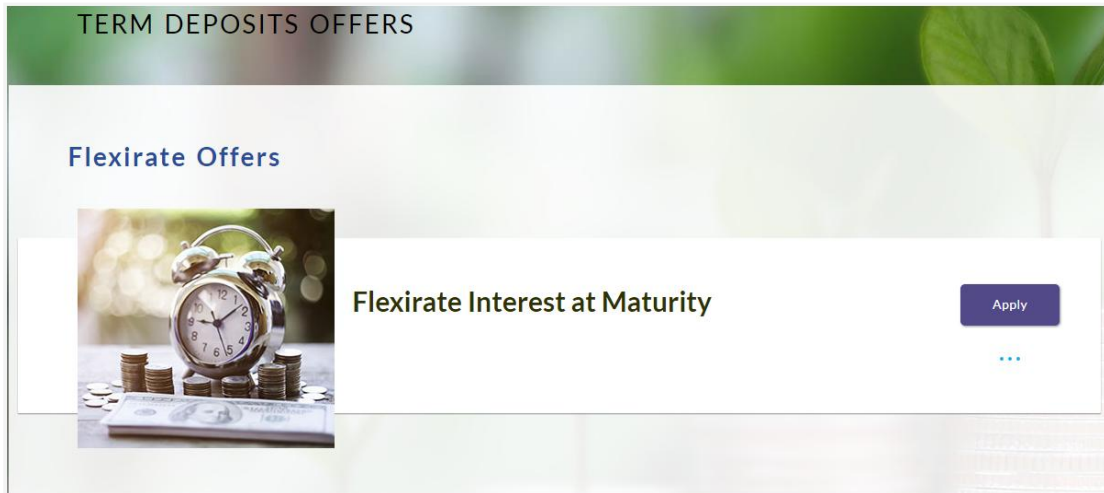
The screenshot displays the Model Bank website's product selection page for term deposits. The page features a dark blue header with the Model Bank logo and navigation links: Claim Money, Track Application, Register, and Login. The main content area is a vertical list of six product cards, each with a white background and a blue 'Proceed' button. The cards are set against a background image of a green plant growing from a stack of coins. The products listed are:

- Carded Term Deposit**: Now you can get an even better return for your savings. Lock-in a competitive interest rate with our Term Deposits and watch your savings grow. The fixed rate of return means you'll always know what your investment's worth and can plan how to use the interest earned.
- Everyday Super Term Deposit**: Make your money work harder. Enjoy fixed returns, competitive interest rates and a choice of terms.
- Farm Management Term Deposit**: Make your money work harder. Enjoy fixed returns, competitive interest rates and a choice of terms.
- Flexirate**: Make your money work harder. Enjoy fixed returns, competitive interest rates and a choice of terms.
- Floating Term Deposit**: Make your money work harder. Enjoy fixed returns, competitive interest rates and a choice of terms.
- US Investment Account Group TD**: Make your money work harder. Enjoy fixed returns, competitive interest rates and a choice of terms.

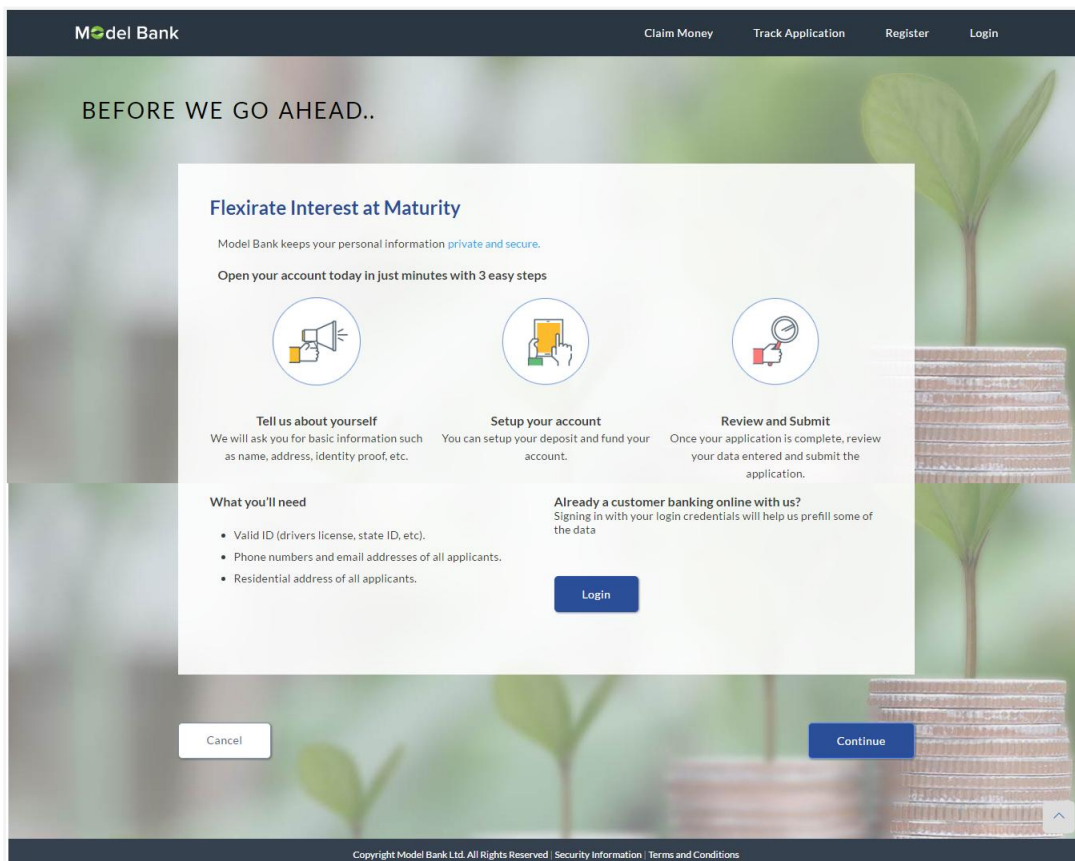
At the bottom of the page, there is a small copyright notice: Copyright Model Bank Ltd. All Rights Reserved | Security Information | Terms and Conditions.

- Once the appropriate product is selected, click **Proceed**. The **Term Deposit Offers** screen appears.

Term Deposit Offers



- Once the appropriate product is selected, click **Apply**. The orientation screen appears with details, like steps to be performed while applying for the term deposit account and details needed for application.



5. Click **Continue**, if you are a new user or wish to continue as guest user.
OR
Click **Login** if you are a registered user. For more information click [here](#).
OR
Click **Cancel** to abort the CD Account application process. For more information on cancelling an application, refer to Cancel Application section
6. The term deposit requirement screen appears. Enter the deposit account details like, deposit amount, tenure, interest payout frequency, and if there is a co-applicant.

Term Deposit Requirement

You are applying for

FLEXIRATE INTEREST AT MATURITY

Help us understand your term deposit requirements

Deposit Amount: AUD

Tenure: 2 Years, 0 Months

Interest Payout Frequency: Maturity

Is there a co-applicant?

Is Co-applicant an existing user?

Field Description

| Field Name | Description |
|--|---|
| Help us understand your term deposit requirements | |
| Deposit Amount | Deposit amount and currency in which the account is to be opened. |
| Tenure | The time period for which the term deposit is to be opened. |

| Field Name | Description |
|---|---|
| Interest Payout Frequency | Regular intervals at which the interest amount is to be paid. The interest payout frequency could be: <ul style="list-style-type: none"> • Yearly • Half Yearly • Monthly • Maturity |
| Is there a co-applicant | Indicates if there is a co-applicant along with the primary applicant. |
| Is Co-applicant an existing user | Indicates whether co-applicant is an existing user. This field appears, if you select Yes , in the ' Is there a Co-Applicant? ' field. |
| Co-applicant Customer ID | Specify the co-applicants customer ID. This field appears, if you select Yes , in the ' Is Co-Applicant an existing user? ' field. |
| Send Verification Code via | Indicates the channel on which the verification code is to be sent. The options are: <ul style="list-style-type: none"> • Co-applicants registered email address • Co-applicants registered phone number This field appears, if you select Yes , in the ' Is Co-Applicant an existing user? ' field. |

7. Enter the account currency.
8. If there is a co-applicant click '**Yes**' from the '**Is there a co-applicant?**' field.
OR
Click **No** if there is a single applicant.
9. If co-applicant is an existing user click '**Yes**' in the '**Is co-applicant an existing user?**' field.
OR
Click **No** if the co-applicant is not an existing user.
10. If you click '**Yes**' in the '**Is co-applicant an existing user?**' field, enter the co-applicant customer ID in the **Co-applicant Customer ID** field.
11. Once the co-applicants customer ID is entered, it needs to be verified. From the **Send Verification Code via** field, select the appropriate option to receive the verification code.
12. Click **Verify**. The **Verification** screen appears.
13. In the **Verification Code** field, enter the verification code and click **Submit**.
14. Code verified message appears. Click **Continue**.
15. The following sections appear

Primary Information, Proof of Identity, Contact Information, Employment Information, and Fund Your Deposit.

Sections will be repeated for co-applicant in case of co-applicant present as part of the application.

Applicants Details

You are applying for
FLEXIRATE INTEREST AT MATURITY of amount **A\$10,000.00** for tenure **0 year(s) 6 month(s)**

- Primary Information - Applicant
- Primary Information - Co Applicant
- Proof of Identity - Applicant
- Proof of Identity - Co Applicant
- Contact Information - Applicant
- Contact Information - Co Applicant
- Employment Information - Applicant
- Employment Information - Co Applicant
- Fund Your Deposit

Cancel Save for Later Review & Submit

16. The primary information section will open to enter information about the applicant.

2.1.2 Primary Information

- In the primary Information screen enter the appropriate information like, salutation, first name, last name, date of birth, citizenship, etc.

Primary Information

All your details are [private and secure](#).

Salutation: Mr

First Name: John

Middle Name: A

Last Name: Smith

Date of Birth: 10 Oct 1990

Gender: Male

Marital Status: Single

Number of Dependents: 0

Country of Citizenship: AUSTRALIA

Permanent Resident: Yes

Continue

Field Description

| Field Name | Description |
|------------|--|
| Salutation | Salutation of applicant. The options are: <ul style="list-style-type: none"> Mr Ms Mrs Others |

| Field Name | Description |
|-------------------------------|---|
| First Name | First name of the applicant. |
| Middle Name | Middle Name of the applicant. |
| Last Name | Last name of the applicant. |
| Date of Birth | Date of birth of the applicant. |
| Gender | Applicant's gender. |
| Marital Status | Marital status of the applicant. The options are: <ul style="list-style-type: none"> • Married • Unmarried • Divorced |
| Number of Dependents | Number of people dependent on the applicant. |
| Country of Citizenship | Applicant's country of citizenship. |
| Permanent Resident | Indicates whether applicant is permanent resident. |
| Country of Residence | The residence country of the primary applicant. This field appears if you select No in the Permanent Resident field. |

-
- Click **Continue**. The **Proof of Identity** section appears.

2.1.3 Proof of Identity

- In the proof of identity section enter the identity details such as, identity type, ID number, and expiry date.

Proof of Identity

Field Description

| Field Name | Description |
|-------------------------------|--|
| Identity | |
| Type of Identification | Identification type of the applicant. The identification type could be: <ul style="list-style-type: none"> Passport Driving License |
| ID Number | Identification number corresponding to the identification type. |
| Expiration Date | Identification proof expiry date. |


- Click **Continue** to save the identification information. The **Contact Information** section appears.

2.1.4 Contact Information

- In the contact information section enter the contact details such as accommodation type, address, city, state, zip, email ID, etc.


The **Previous Residential Address** section appears if the applicant is staying at the current location for less than a specified period.

Contact Information (Current and Previous Residential Address)

 **Contact Information - John Smith**
▼

Residential Address
We will be sending all postal mail to this address.

| | | |
|----------------|-----------|---|
| Country | AUSTRALIA | ▼ |
| Address Line 1 | A21 | |
| Address Line 2 | NKP | |
| City | Sydney | |
| State | Victoria | ▼ |
| Zip Code | 444001 | |

| | | |
|--------------------|-------------|---|
| Staying Since | 01 Feb 2017 |  |
| Accommodation Type | Owned | ▼ |

Previous Residential Address ?

| | | |
|----------------|-----------|---|
| Country | AUSTRALIA | ▼ |
| Address Line 1 | A21 | |
| Address Line 2 | NKP | |
| City | Sydney | |
| State | Victoria | ▼ |
| Zip Code | 444006 | |

| | | |
|--------------------|-------|---|
| Accommodation Type | Owned | ▼ |
|--------------------|-------|---|

Email

| | |
|--|----------------|
| Email ? | john4@mail.com |
| Please confirm your email ID | john4@mail.com |

Phone Number

| | | |
|-------------------------------|--|---|
| Phone Type | Work Mobile | ▼ |
| Primary Phone Number | 5410987675 | |
| Add an alternate phone number | <input type="button" value="Yes"/> <input style="background-color: #007bff; color: white; padding: 2px 10px;" type="button" value="No"/> | |

We may contact you with important information about your account on your primary phone number. If you have provided a mobile number as primary, we may also send you alerts via SMS. You may contact us at any time to change the preferences.

Field Description

| Field Name | Description |
|-------------------------------------|--|
| Residential Address | |
| Country | Residing country name of the applicant. |
| Address 1-2 | Address details of the applicant. |
| City | City where the applicant resides. |
| State | State name of the applicant. |
| Zip Code | Zip code of the applicant. |
| Staying Since | Date since when the applicant is staying at the current address. |
| Accommodation Type | Residential accommodation type of the applicant. The accommodation types are: <ul style="list-style-type: none"> • Company Provided • Inherited • Leased • Owned • Parental • Rented • Other |
| Previous Residential Address | |
| Country | Country where the applicant stayed prior to the current residence. |
| Address Line 1-2 | Address details where the applicant stayed prior to the current residence. |
| City | City where the applicant stayed prior to the current residence. |
| State | State where the applicant stayed prior to the current residence. |
| Zip Code | Zip code where the applicant stayed prior to the current residence. |

| Field Name | Description |
|--------------------------------------|--|
| Accommodation Type | Residential accommodation type of the applicant. The accommodation types are: <ul style="list-style-type: none"> • Company Provided • Inherited • Leased • Owned • Parental • Rented • Other |
| Email | |
| Email | Email ID of the applicant. |
| Please confirm your email ID | Re-enter the email ID to confirm. |
| Phone Number | |
| Phone Type | Type of phone. The options are: <ul style="list-style-type: none"> • Personal Mobile • Work Mobile • Home Phone • Work Phone |
| Primary Phone Number | Phone number corresponding to the selected phone type. |
| Add an alternate phone number | Alternate phone number other than the primary phone. |
| Phone Type | Alternate phone type. The options are: <ul style="list-style-type: none"> • Personal Mobile • Work Mobile • Home Phone • Work Phone <p>This field appears if you select Yes in the Add an alternate phone number field.</p> |


| Field Name | Description |
|---|--|
| Alternate Phone Number | Alternate phone other than primary phone number. This field appears if you select Yes in the Add an alternate phone number field. |
| Default as that of Primary Applicant | Indicates whether address details of co-applicant is same as primary applicant. This field appears if you Yes in the Is there a co-applicant field in the requirement screen. |

2.1.5 Employment Information

- In the employment section, enter the employment details, employer name, employment status, employment type, and start date.

Note: The additional employment details section appears if the current employment is less than the number of specified years.

Employment Information


▼

Employment Information

Primary Employment ✎

Please specify details of your employment for the last 3 years

| | |
|---------------------|-----------------------------------|
| Employment Type | Salaried |
| Employment Status | Full Time |
| Employer Name | mCorp |
| Designation | Sr.Business Anlyst |
| Start Date | 10 Oct 2013 |
| Gross Annual Salary | A\$1,000,000.00 |
| Address | C21, NKP, Sydney VIC AU 400081 |


Additional Employment 🗑

Please specify details of your employment for the last 3 years

| | |
|---------------------|--|
| Employment Type | <input type="text" value="Salaried"/> ▼ |
| Employment Status | <input type="text" value="Part Time"/> ▼ |
| Employer Name | <input type="text" value="Ola Corp"/> |
| Start Date | <input type="text" value="10 Oct 2012"/> 📅 |
| End Date | <input type="text" value="01 Jan 2013"/> 📅 |
| Designation | <input type="text" value="Business Anlyst"/> |
| Gross Annual Salary | <input type="text" value="A\$700,000.00"/> |
| Country | <input type="text" value="AUSTRALIA"/> ▼ |
| Address Line 1 | <input type="text" value="A11"/> |
| Address Line 2 | <input type="text" value="Seepz"/> |
| City | <input type="text" value="Sydney"/> |
| State | <input type="text" value="Victoria"/> ▼ |
| Zip Code | <input type="text" value="400021"/> |

Field Description

| Field Name | Description |
|----------------------------|---|
| Employment Type | Occupation type of the applicant. The types are: <ul style="list-style-type: none"> • Salaried • Self Employed • Others |
| Employment Status | Occupation status of the applicant. The options are: <ul style="list-style-type: none"> • Part Time • Full Time |
| Employer Name | Name of the company or firm in which the applicant is employed. |
| Start Date | Employment start date of the applicant. |
| Designation | Designation of the applicant. |
| Gross Annual Salary | Annual salary of the applicant. |
| Country | Country name in which the applicant is employed. |
| Address Line 1-2 | Applicant's office address details. |
| City | City name in which the applicant is employed. |
| State | State name where the applicant is employed. |
| Zip Code | Zip code of the location where the applicant is employed. |

- Click **Add** to update the employment information.
- Click  to add more than one employment information.

Note: You can click  to edit the employment information.

- Click **Continue** to proceed with the application process.
- The **Fund Your Deposit** section appears.

2.1.6 Fund Your Deposit

- In the funding information screen enter the appropriate information like, credit card details, debit card details, account number with the bank, account number with another bank, etc.

Fund Your Deposit

Field Description

| Field Name | Description |
|---|---|
| Please select your method of payment | <p>Indicates the options to fund the term deposit.</p> <p>The funding options could be:</p> <ul style="list-style-type: none"> Another account number with the same bank Account number with other bank Credit Card Debit Card Fund my deposit later |

- Click **Continue** to proceed with the term deposit application process.
OR
Click **Save for Later**, to register and resume the application at later stage. For more information on save for later, refer to Save for Later option.
OR
Click **Cancel** to close the term deposit application process. For more information on cancelling an application, refer to Cancel Application section.
- Click **Continue**. Click **Review and Submit**. The review screen appears.

Review and Submit

Term Deposit Requirements

You are applying for

FLEXIRATE INTEREST AT MATURITY of amount **A\$5,000.00** for tenure **0 year(s) 6 month(s)**

Please review your application thoroughly before submitting

| Term Deposit Requirements | |
|---------------------------|-----------------------|
| Is there a co-applicant? | No |
| Amount | A\$5,000.00 |
| Term | 0 year(s), 6 month(s) |
| Interest Payout Frequency | Maturity |


Offers

| Offers | |
|------------|--------------------------------|
| Offer Name | Flexirate Interest at Maturity |

Primary Information

| Primary Information | |
|------------------------|-----------------|
| Name | Mr john a smith |
| Date of Birth | 10 Oct 1990 |
| Marital Status | Single |
| Number of Dependents | 0 |
| Country of Citizenship | AUSTRALIA |
| Permanent Resident | Yes |

Proof Of Identity

| Proof of Identity  | |
|---|-------------|
| Type of Identification | Passport |
| ID Number | E21465738 |
| Expiration Date | 10 Oct 2030 |

Contact Information

| Contact Information  | |
|---|---|
| Residential Address | |
| Staying Since | 10 Oct 1990 |
| Accommodation Type | Owned |
| Address | A21, NKP, Sydney Victoria AUSTRALIA 444001 |
| Email | |
| Email | john5@mail.com |
| Phone Number | |
| Primary Phone Number | Work Phone: 7680982347 |

Employment Information

 Employment Information 

Primary Employment

| | |
|---------------------|-----------------------------------|
| Employment Type | Salaried |
| Employment Status | Full Time |
| Employer Name | mCorp |
| Designation | Sr.BA |
| Start Date | 10 Oct 2012 |
| Gross Annual Salary | A\$800,000.00 |
| Address | A21, NKP, Sydney VIC AU 444001 |

Deposit Details

Deposit Details

Your Funding Source
Please select your method of payment

I will transfer funds from another account with the bank.


Account Number

I will transfer funds from my account at another bank.

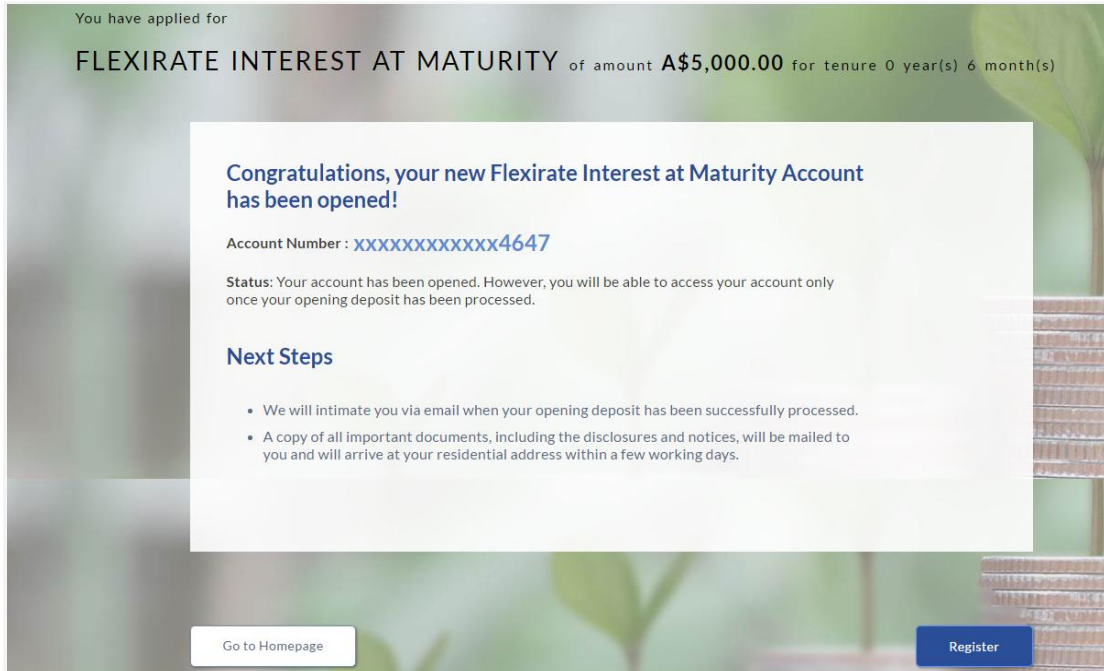
I will use my Credit Card

I will use my Debit Card

I will fund my deposit later.

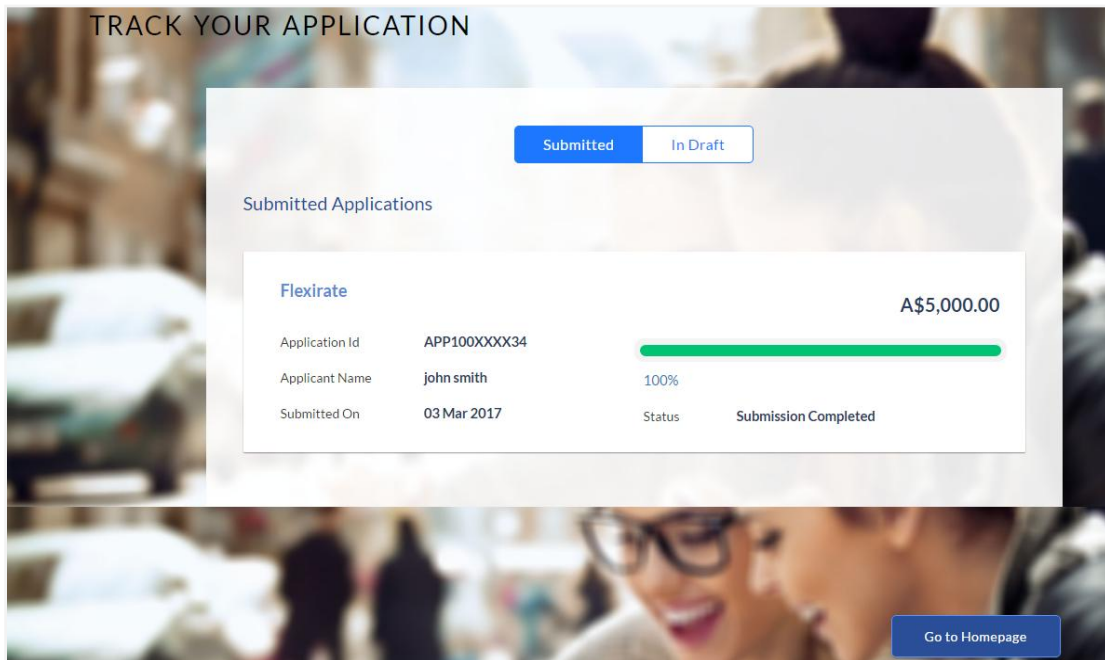
1. Click  to edit information in any of the section
2. Once the details are edited click **Continue**.
3. The review and submit screen appears. Click **Submit**.
4. The generated account number is displayed on the confirmation page along with the next set of steps to be performed by the applicant.

Submitted Application



5. Click **Track your Application**. The application dashboard screen appears. For more information on track application click [here](#).
OR
Click **Go to Homepage** to navigate to the application dashboard screen.
6. The **Login** screen appears. In the **USERNAME** field, enter the user name created while submitting the application.
7. In the **PASSWORD** field, enter the password.
8. Click **Login**. The application tracker screen appears with submitted as well as in draft applications.

Submitted Application



9. If the applicant who has filled in the application details is not a registered channel user, you can register for channel access. Click **Register**.

2.1.7 Register User

To register an applicant:

1. In the **Email** field, enter the email address.
2. To confirm enter the email ID in the **Confirm Email** field.
3. Click **Verify** link to verify the entered email address.
 - a. In the **Verification Code** field, enter the verification code sent on the registered email ID.
 - b. Click **Resend Code**, if the code is not received.
 - c. Click **Submit**. The successful email verification message appears.
4. In the **Password** field, enter the password required for log-in.
5. To confirm enter the password in the **Confirm Password** field.

Register Applicant

You have applied for

FLEXIRATE INTEREST AT MATURITY of amount **A\$5,000.00** for tenure **0 year(s) 6 month(s)**

Registration Successful!

You have successfully registered with Model Bank and can now access our online banking services.

Where can I track the status of my application ?

You can track your submitted application via the Model Bank website in the My Applications section.

You can access your saved applications by providing your login details specified at the time of registration.

[Go to Homepage](#) [Track your Application](#)

Field Description

Field Name

Description

Email

The email ID of the co-applicant.

6. Click **Send Link** to send registration link to the co-applicant.
OR
Click **Track Application** to view the applications status.
OR
Click **Go To Homepage** to view the application.

2.1.8 Cancel an Application

At any point you can cancel an application.

To cancel an application:

1. Click **Cancel**. The cancel application screen appears with reasons to cancel.

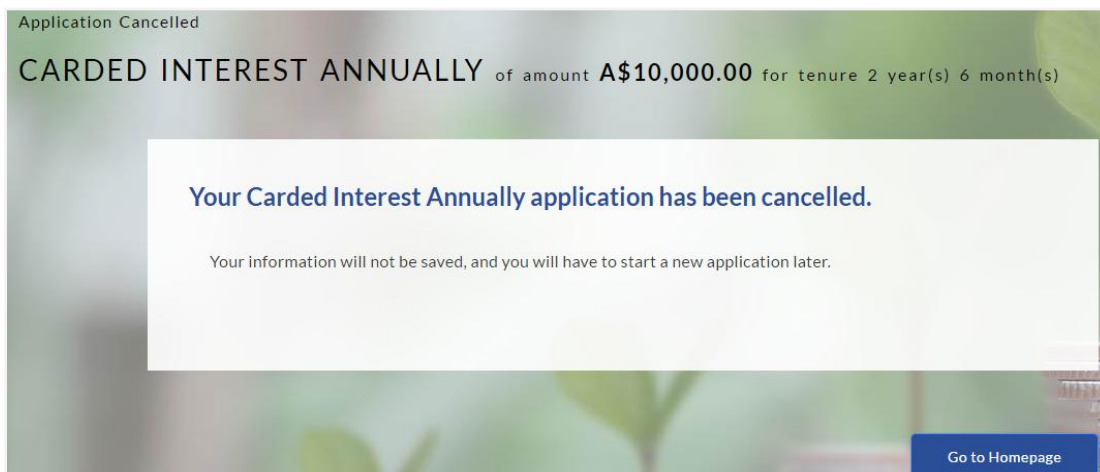
Cancel Application

Field Description

| Field Name | Description |
|------------------------------|--|
| Reason for Cancelling | Indicates the reason to cancel an application. The cancellation reason could be: <ul style="list-style-type: none"> • Difficulty in completing the form • Insufficient time • Need more product details • Incorrect product selection • Others |
| Please Specify | Specify the reason(s) to cancel the application. This field appears if you select Others option in the Reason for Cancelling . |

2. Select the appropriate reason for cancelling the application.
3. Click **Cancel and Exit** to cancel and exit the application. Application has been cancelled message appears.
OR
Click **Return to Application** to view the application.

Application Cancelled



4. Click **Go To Homepage** to navigate to the application dashboard screen.

2.1.9 Save for Later

To save an application:

1. Click **Save for Later**. The **Save and Complete Later** screen appears.
2. In the **Email** field, enter the email address.
3. To confirm enter the email ID in the **Confirm Email** field.
4. Click **Verify** link to verify the entered email address.
 - a. In the **Verification Code** field, enter the verification code sent on the registered email ID.
 - b. Click **Resend Code**, if the code is not received.
 - c. Click **Submit**. The successful email verification message appears.
5. In the **Password** field, enter the password required for log-in.
6. To confirm enter the password in the **Confirm Password** field.

Save and Complete Later

You are applying for

FLEXIRATE INTEREST AT MATURITY of amount **A\$10,000.00** for tenure **0 year(s) 6 month(s)**

Your Flexirate Interest at Maturity application has been saved!

Your submission id is : **SUB100XXXX91**

You can access your saved application anytime within the next 30 days to complete it.

If you do not complete your application within the next 30 days it will expire.

Where can I find my saved application ?

You can retrieve your saved application via the Model Bank website in the Track Application section.

You can access your saved applications by providing your login details specified at the time of registration.

[Go to Homepage](#) [Track your Application](#)

Field Description

| Field Name | Description |
|-------------------------|--|
| Email | The email ID of the user. |
| Confirm Email | To confirm re-enter the email ID entered in the Email field. |
| Password | Indicates the password required for login. |
| Confirm Password | To confirm re-enter the password entered in the Password field. |

- Click **Save Application**.
OR
Click **Cancel Application** to close the save and complete later screen.
OR
Click **Return to Application** to navigate to the application screen.

Note: The saved application appears in **Track Application** under **In Draft**. You can click the application summary and resume application submission process.

- Click **Track your Application** to view the application status.

3. Application Tracker

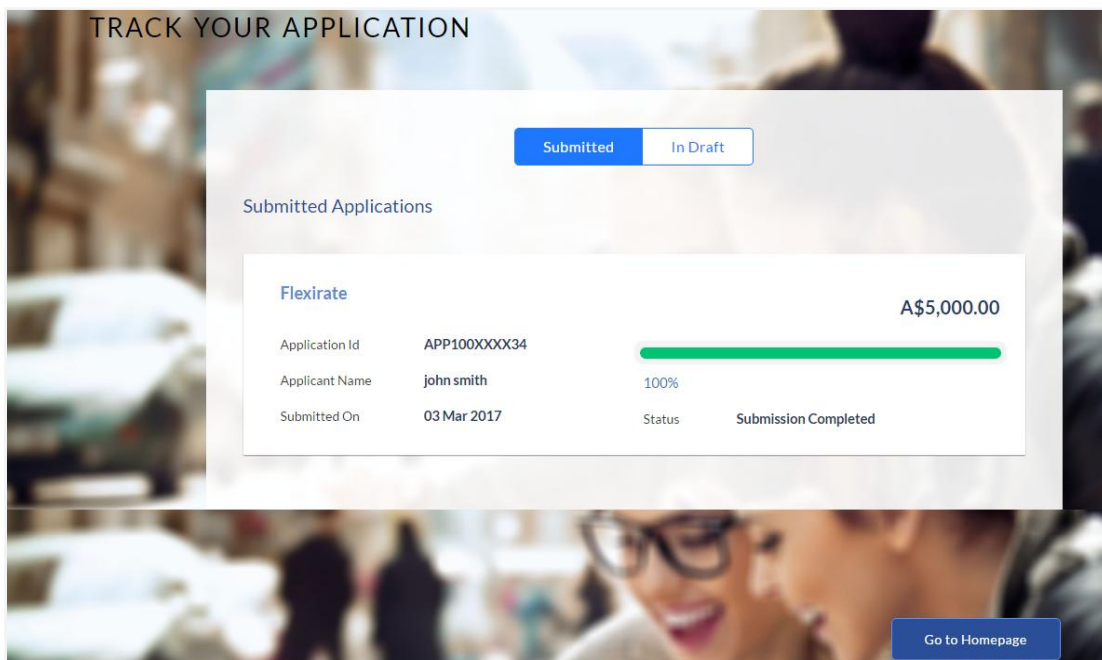
The track application allows you to view the progress of the application. Through track application you can:

- **View submitted application:** It allows you to view the submitted application details, view information related to the application and complete pending tasks applicable.
- **View application in draft:** If you click save for later while submitting the application, the application is saved as draft application so that you can retrieve the application at later stage and complete the application submission process.

To track an application:

1. Click **Track Application** on the dashboard. The **Login** screen appears.
2. Enter the registered email ID and password, click **Login**.
3. The **Application Tracker** screen appears. By default the submitted application view appears.

Submitted Application




Field Description

| Field Name | Description |
|-----------------------|---|
| Application ID | Application reference number. It is a unique number generated by the application and allotted to an application. |
| Applicant Name | Name of the applicant. |

| Field Name | Description |
|---------------------|------------------------------------|
| Submitted On | Application submission date. |
| Status | Current status of the application. |

- Click the application details to view the application summary. The **Application Summary** screen appears with details like, actions to be performed and application details to be viewed.

Application Summary


 Application Summary
>

| | | | |
|---|--------------------------|------------------|----------------------|
| Offer | Carded Interest Annually | Term | 2 year(s) 2 month(s) |
| Account Type | Individual | Interest Rate | 4.1% |
| Account Holder | Sam Waugh | Interest Payment | YEARLY |
| Deposit Amount | A\$10,000.00 | Maturity Date | 15 Apr 2018 |
| View Complete Application | | | |

- Click on the links under the **View** section to view application summary and other details.

Status History

Status history displays the status of the various stages of application, remarks, user name, and date on which the status is updated.

 Status History
>

| | | | |
|---------|------------------------------|------------|-------------|
| State | Submitted | Acted By | OFSSUser |
| Remarks | Submitted | Updated On | 24 Feb 2017 |
| State | Auto Due Diligence Approved | Acted By | OFSSUser |
| Remarks | Auto Due Diligence Approved | Updated On | 24 Feb 2017 |
| State | Structure Solution Confirmed | Acted By | OFSSUser |
| Remarks | Structure Solution Confirmed | Updated On | 24 Feb 2017 |
| State | Account Opening Done | Acted By | OFSSUser |
| Remarks | Account Opening Done | Updated On | 24 Feb 2017 |

Field Description

| Field Name | Description |
|-----------------------|--|
| Status History | |
| State | Application status. |
| Remarks | Displays the remarks if any. |
| Acted By | User ID who has processed the account application. |
| Updated On | Account application updated date. |

FAQs

1. I am an existing customer of the bank but do not have channel access, how can I proceed?

You can register yourself as a channel user through the 'Register' option available on the portal page and provide the required details.

2. Can I proceed with the application if I am not an existing channel user?

Yes, you can continue filling in the application details as a guest user and need not necessarily login.

3. Does the Co-Applicant also need to login for the system to populate the information if he/she is an existing channel user?

No, the co-applicant's customer ID needs to be entered by the primary applicant if he/she is an existing user. A verification code will be sent to the co-applicants email ID and/or mobile number. Once the verification process is successful, the co-applicant's details will be populated.

4. Why am I asked to capture previous residential address details?

The bank has a resident stability policy in place wherein if the applicant is staying at the current address for less than a defined term then he/she needs to define the previous residential address.

5. My co-applicant and I live in the same house; do I need to enter address details again while defining co-applicant information?

No, there is an option in the co-applicant contact information section to default the primary applicant's address in that of the co-applicant's residential address fields.

6. Why am I being asked to capture previous employment details?

The bank has an employment stability policy in place wherein if the applicant has not completed a defined term in the current organization then he/she needs to define previous employment details.

7. I have saved the application. Can my co-applicant resume the application from the application tracker?

Yes, the co-applicant needs to be a registered channel user to login to the application tracker and resume the application.

8. Can the co-applicant perform all the pending tasks in the application tracker?

Yes, the co-applicant has all the rights as that of the primary applicant.